

# YOU'RE INVITED TO BECOME A DRIVING INSTRUMENT OF CHANGE

*Customer Satisfaction Survey for Aviation Industry*



Coming  
Soon in Your  
Mail from  
FAA's Flight  
Standards  
Service

# **FREQUENTLY ASKED QUESTIONS ABOUT CUSTOMER SATISFACTION SURVEY #2**

## **AIR OPERATOR / AIR AGENCY PHASE (#3)**

### **1. What is this phase of the Customer Satisfaction Survey all about?**

This is a Flight Standards Customer Satisfaction Survey that is being sent to all certificated, domestic air operators and air agencies and the flight departments of other organizations. Questions focus on satisfaction with the quality of service Flight Standards field offices are providing and how these organizations get their needs met.

### **2. Wasn't there another Flight Standards Customer Survey awhile back?**

Yes, there was. It was a survey of the individuals--pilots and aviation maintenance technicians--involved in aviation. Those results are being analyzed and will be available for the public in the near future.

### **3. What is the schedule for conducting Phase #3?**

Current plans are to launch this phase in September 2000.

### **4. How will the results of the survey be used and who will receive them?**

The results will be used to address specific concerns, to spot "best practices," to target resources based on trend results, and to perform tactical and strategic planning. A general analysis of the questionnaire results will be available at a future date, either in a technical publication or on an FAA website.

A contractor will be tracking the nature of the comments and will produce an analysis of how often major areas of concern are mentioned--no names or organizations will be recorded. No one in Flight Standards having jurisdiction over any of the companies or their operations will see the original questionnaire forms.

### **5. Can I personally be affected?**

Unwarranted "pointing of fingers" will be guarded against in the following two ways:

- As mentioned, no comments *per se* will be included in the analysis. The analysis will consist only of an analysis of the frequency of subject matter topics.
- Each question will have a validity check. That is, any question without sufficient respondents will be discarded so that erroneous conclusions can be minimized. This will ensure that those questions with sufficient respondents will have valid results.

### **6. How long will it be before the results are published?**

This is highly dependent upon the following number of factors: 1) the schedule for conducting the survey, 2) the time it takes to get approvals for official publication of the results, and 3) the time it takes for the actual publication. If the survey is implemented on schedule, preliminary results will be available in January 2001, with a technical publication or report on the Flight Standards website at a later date. Published reports will include only the rolled-up national results.

### **7. Whom may I contact to ask questions or give feedback about Survey #2?**

Plans are to obtain a toll-free number, which will be announced soon on the Customer Survey section of the FAA website. If you have any questions, please feel free to phone us and leave a message. Your call will be returned with an answer to your question provided.